

Windward Islands Airways International (Winair) N.V. is the successful airline of St. Maarten. We have a long history and are doing well in a dynamic, international setting. Currently, we have about 180 employees, but we expect to grow substantially in the upcoming years. Winair is investing in our employees, empowering them, and striving to be an excellent workplace for ambitious professionals. To support further growth, Winair is looking for

Customer Service Control Agent

Job scope

The Customer Service Control Agent is responsible for providing all customer service related activities to WINAIR customers. Tasks include, but are not limited to:

- Creating / Updating Schedule
- Managing / Updating Schedule Inventories
- Optimizing Revenue
- Maintaining system Fares / Rules
- Handling System Communications between all Airlines and Agencies
- Working on Queues/teletype Reject messages
- Making bookings in the control/reservations system
- Issuing tickets to customers
- Handling Group / Charter bookings
- Making bookings in the reservation system.
- Must handle all messages effectively and efficiently.
- Answering phone calls and calling passengers to advise them of relevant matters and schedule changes.
- Performing other duties as required by the Senior Supervisor or Lead Agent.
- Issuing E-Tickets to passengers.
- Handling emails
- Making and sending reports

Experience and Qualifications

- Minimum **Associate Degree** or equivalent.
- Must be able to work independently, is well organized, and has a flexible and pleasant work attitude.
- Excellent communication skills, verbal and written, in English. (Dutch, French, and Spanish are considered an asset)
- Proficient computer skills (Microsoft Office, specifically Excel and Word)
- The ability to work various shifts, weekends, holidays, and overtime is a must.
- Must be team-oriented and have an excellent and strong work ethic.
- Always possess a pleasant attitude and courteous towards customers and team members.
- Must possess the ability to handle complex customers with maximum professionalism.
- Must be able to perform under stress.
- Must be able to work as part of a team.
- Must be hardworking and accurate.
- Must have Dutch Nationality or permanent residence.
- Experience in aviation is a plus but not a requirement.
- Having a valid Driver's license is considered an asset.

Are you the qualified person for this job? Preferably between the ages of 25 and 45, are you interested in starting a new chapter with another company? If yes, please apply by sending a motivational letter, a resume, and a valid copy of your passport to the Human Resources Department humanresources@fly-winair.com.